MITEL NETWORKS

3300 Integrated Communications Platform

3300 CITELlink Gateway for 7000 Series Norstar Phones

T7208 Phone User Guide

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ABOUT YOUR PHONE

The Mitel Networks 3300 CITELlink Gateway allows your Nortel Networks™ Norstar phone to work on a Mitel Networks 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your T7208 phone has ten fixed-function keys ((SUPERKEY), **TRANS/CONF, REDIAL, MESSAGE,** (HOLD), (CANCEL), SPEAKER, **DOWN ARROW**, ,) and three personal keys with status indicators. Personal key 10 (see *Phone Buttons*) is always your Prime Line; the remaining personal keys can be programmed as:

- Feature keys (for example, Swap). Only the administrator can program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

Your phone also features display-assisted selection of features, on-hook dialing, and an incoming call indicator light (above display).

Phone buttons

Button Number	Description
1	Superkey
2	Hold
3	Cancel
4	Speaker
5	Prime Line
6	Transfer/Conference
7	Redial
8-9	Personal Keys
10	Down Arrow
11	Message
12	Unused
13	Microphone

Phone status indicators

When line is	the indicator is
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your set	Flashing rapidly
On hold at another set	Flashing slow on/fast off

Conventions

The following conventions are used in this user guide:

- Fixed-functions keys are identified by bold uppercase letters (for example, **TRANS/CONF**).
- Text that appears on the display is identified by double quotes (for example, "Language?").

Using Your Norstar Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your phone now operates:

- You can program speed call numbers, personal keys as well as enable/disable features using . To navigate through the menus, use ***** and **#** on the keypad.
- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message (including new voice mail messages), "Message" appears on the display, and the **MESSAGE** key indicator turns on.

- You do not need to select a line before dialing a number. See *On-hook Dialing* in the *Making and Answering Calls* section for more information.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press or .

To adjust the Ringer Pitch or Volume while the phone is idle:

1. Press .
2. Press **#** (No) until "Ringer Adjust?" appears.
3. Press ***** (Yes).
4. To adjust the ringer pitch, press ***** (Yes). To adjust the ringer volume, press **#** (No),then ***** (Yes).
5. Press or until you hear the desired pitch/volume.
6. Press **#** (Save).
7. Press .

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press or .

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press or .

Display Contrast Control

To adjust the Display Contrast while your phone is idle:

- Press DOWN ARROW.

Feature Keys

To display information about a key:

1. Press .
2. Press a personal key or **REDIAL**.
3. Press .

Language Change

To change the display language:

1. Press .
2. Press **#** (No) until "Language?" appears.
3. Press ***** (Yes).
4. Press ***** (Change).
5. Press **#** (No) until the desired language appears.
6. Press ***** (Yes).

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Dial the number,
   -OR-
   Press a Speed Call key.
   -OR-
   Press **REDIAL**.

Answer a call

- Lift the handset.
  -OR-
  Press the flashing Line appearance key and lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Press **REDIAL**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

To store a Speed Call number:

1. Press .
2. Press a personal key that isn't a line key.
3. Press ***** (Change).
4. Press ***** (Yes).
5. Do one of the following:
   - To enter a new number, dial the number. Press between digits to create a pause during dialing; press more than once to lengthen the pause.
   - To enter a trunk flash, press **TRANS/CONF**. (See *Trunk Flash* for more information about the use of this feature.)
   - To enter the last number dialed, press **REDIAL**.
6. Press ***** (Save).
7. Press the selected personal key.
8. If you want to make the number private, press ***** (Yes). Otherwise, press **#** No.
9. Press to exit, or press a personal key to program another speed call number.

Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored (press between digits to create a pause during dialing - press more than once to lengthen the pause).
5. Hang up.

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

Handsfree Operation

To use Handsfree Operation to make calls:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Communicate by using the speaker and the microphone.

To use Handsfree Operation to answer calls:

1. Press the flashing line key.
2. Communicate by using the speaker and the microphone.

To hang up while using Handsfree Operation:

- Press **CANCEL**.

To temporarily disable the microphone during Handsfree Operation:

- Press **SPEAKER** (the SPEAKER indicator turns off).
  -OR-
  Press .

To re-enable the microphone and return to the conversation:

- Press **SPEAKER** (the SPEAKER indicator turns on).
  -OR-
  Press .

To disable Handsfree Operation:

- Lift the handset.

To return to Handsfree Operation:

1. Press **SPEAKER**.
2. Hang up.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

Auto-Answer

To enable or disable Auto-Answer:

- Press the **AUTO-ANSWER** feature key.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone.
  - OR -
  Lift the handset.

To terminate a call:

- Press .
  -OR-
  Wait for the caller to hang up.

CALL HANDLING

Hold

To place a call on Hold:

- Press .

To retrieve a call from Hold:

1. Lift the handset.
2. Press the flashing line key.

To retrieve a call from Hold at another station:

- Press the flashing line key.
  -OR-
  Dial ****1** and the number of the station that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press .

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

1. Press **TRANS/CONF**.
2. Dial ***41**.

To return to the conference call:

- Press **TRANS/CONF**.

Swap

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press the **Trade** feature key.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. B-Int redirects internal calls when your phone is busy, and B-Ext redirects external calls when your phone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote.

To program Call Forward:

1. Press .
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired type of Call Forward appears (see above).
5. Press ***** (Review).
6. Press ***** (Program).
7. Dial the destination number.
8. Press **DOWN ARROW** to save.
9. Press .

To turn Call Forward on and off (once it has been programmed):

1. Press .
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired type of Call Forward appears.
5. Press ***** (Review).
6. Press ***** (Change).
7. Do one of the following:
   - To turn Call Forward on, press **#** (TurnOn).
   - To turn Call Forward off, press **#** (TurnOff.
8. Press .

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press .
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until "I Am Here" appears.
5. Press ***** (Yes).
6. Dial the extension of the remote station.
7. Press **DOWN ARROW** to save.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press .
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press ***** (Review).
5. Press ***** (Change).
6. Press **#** (TurnOff).
7. Press .

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press .
2. Press **#** (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired message appears.
5. Press **#** (TurnOn).

To turn Messaging - Advisory off:

1. Press .
2. Press **#** (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press **#** (TurnOff).

Messaging - Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

1. Lift the handset.
2. Dial **1**

To respond to a message waiting condition on your phone:

1. Press **MESSAGE**.
2. Do one of the following:
   - To call the message sender, press **#** (Call).
   - To erase the message, press ***** (Erase).

To answer a Callback:

- Lift the handset.

Messaging - Cancel Callback

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **TRANS/CONF**.
2. Press ****3**.
3. Dial the Account Code digits.
4. Press **#** (Save).
5. Press .

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press ***6**.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Dial **3** or wait for the time-out period to expire.

To retrieve a call when you hear Campon tone:

- Depress the hookswitch momentarily, and then dial ***3**. The current call is put on hold and you are connected to the waiting call.

Do Not Disturb

To activate or deactivate Do Not Disturb:

- Press the **Do Not Disturb** feature key.
  -OR-
- Press .
- Press the **NO** softkey until "Do Not Disturb" appears.
- Do one of the following:
  - Press **TurnOn** to activate Do Not Disturb.
  - Press **TurnOff** to deactivate Do Not Disturb.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which **Do Not Disturb** is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with **Do Not Disturb** activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Dial **2**.

Paging

To use Paging:

1. Lift handset.
2. Press ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

To page a party:

1. Lift the handset.
2. Press the ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

If Handsfree Answerback has been turned on at your phone and you receive a Direct Page while your phone is idle, or while you are on a handset call, a handsfree call will automatically be established after a single burst of tone.

The following instructions assume that Handsfree Answerback is not enabled on your phone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift handset.
  - OR -
  Press **SPEAKER**.

To answer a page while using the handset:

- Press **SPEAKER**.

To enable or disable Handsfree Answerback:

- Press **SPEAKER** while the phone is idle.

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Press the **Direct Page** feature key or dial ***37**.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **TRANS/CONF**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Record a Call

This feature uses your voice mail system to record your phone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

To start recording while on a two-party call:

- Press the **Record Call** feature key. (See *Feature Keys* for instructions on programming a **Record Call** key to your phone.)

Note: Your system may be programmed to automatically begin recording external calls when you or the other answers.

To stop and save a recording:

- Press the **Record Call** key.

Putting the call on hold saves the recording; taking the call off hold starts a new recording. Depending on system programming, hanging up, or pressing **TRANS/CONF** or a **DSS** key, may also save the recording.

To listen to a recording:

1. Lift the handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording.

Tag Call

Tag Call allows you to "tag" any threatening call that you receive. Using this tag, your system administrator can identify the source of the malicious call and provide this information to appropriate personel or authorities. You can only tag calls during an active two-party call.

Note: Tagging a call unecessarily may result in fines or other penalties.

To tag a malicious call:

- Press the Tag Call feature key.

-OR-

1. Press **TRANS/CONF**.
2. Dial ***55**.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.

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